

ORIGINAL

For Commission Use Only:

Case: 05-0420

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

Amended
FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

Regarding a complaint by (Person making the complaint):

Rosen Lincoln-Mercury

Against (Utility name):

SBC (Ameritech) - Claim # 2005-011926

Illinois Bell Telephone Company

As to (Reason for complaint)

Ameritech sold Rosen a vanity number with 11 call paths. Ameritech

told the customer they needed remote call forwarding because the vanity number was
"out" of a different central office. I have documentation that the number was not - See
in Gurnee Illinois. Attached

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

51450 Abbey Glen Dr., St. Charles, IL 60175

The service address that I am complaining about is

7000 Grand Ave, Gurnee, IL 60031

My home telephone is

(630) 584-3992

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(847) 630-6161

(Full name of utility company)

SBC

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

This is not a tariff issue. SBC (Ameritech) sold products to
increase monthly revenues - when they did not have to.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

* See attached SBC Complaint form.

Please clearly state what you want the Commission to do in this case: force SBC to Reimburse Rosen-Auto
for all monies overbilled - back to 1998.

Date: _____
(Month, day, year)

Complainant's Signature _____

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

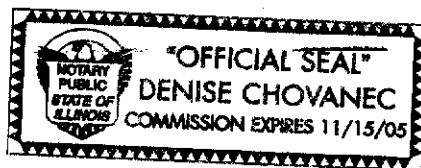
A notary public must witness the completion of this part of the form.

I, Poland Frankl, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) X

Subscribed and sworn/affirmed to before me on (month, day, year) 6-28-05

Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Original Complaint Filed with SBC

The Rosen Automotive Group contracted my company to review all SBC invoices for this client. Upon review, there seems to be a gross overbilling taking place on account 847.623.7673. In August 1997, Mr. Rosen contacted the Ameritech, requesting to secure a vanity phone number, which spells ROSEN. This was in preparation of their move from their old location (in Waukegan) to a new building in Gurnee. Ameritech secured the number (847.623.7673 (ROSEN)). Ameritech informed Mr. Rosen that this was the only vanity number available in the area. Ameritech also informed Mr. Rosen that the number was out of a different rate center. Ameritech informed Mr. Rosen that in order to have the vanity number to work at the new location, the number would have to be Remote Call Forwarded (RCF'd) to the number installed at the new location. Mr. Rosen trusted this information to be accurate and agreed to have Ameritech RFC 847.623.7673 to their current location in Waukegan. Upon moving, Ameritech RCF'd 847.623.7673 to 847.856.8439 - when Mr. Rosen opened his new store in Gurnee, IL (this was an opportunity for Ameritech to correct the RCF issue). Ameritech also added 10 call paths. By the way, both the old location (Waukegan) and the new location in Gurnee are served out of the SAME rate center.

Once this over billing issue was identified, SBC was notified immediately to have this problem corrected. At 8AM, November 17th, 2004 an order was issued C1876020961) to replace the third number in the existing hunt group at the Honda/Lincoln Mercury location. Ameritech swapped 847.856.8441 with 847.623.7673 - and everything works perfectly. SBC they issued a disconnect order for the RFC charges (D1876020960). This action will save the Rosen Auto Group over \$1000.00 per month. It appears that Ameritech provided the Rosen Auto Group with inaccurate information. Since the RFC account (846.623.7673) was created on 8/14/97 - it has been based on inaccurate information. Both the Rosen old location in Waukegan (847.662.2400) and the new location in Gurnee (847.856.8439) are out of the SAME rate center or central office. Mr. Rosen trusted the information provided by Ameritech to be accurate, it was not.

Rosen has been over billed/overcharged for the following: Remote Call Forwarding - \$164.00 per month plus tax and Usage charges ranging between \$600.00 and \$900.00 per month - plus tax. This over billing/overcharging has taken place since the account was created on 8/14/97 - or 87 months. The Rosen Automotive Group is requesting that SBC refund all unnecessary charges - back to the date this account was created (87 months * \$1000.00 per month = \$87,000.00) They currently bill over \$10,000.00 per month with SBC. All this revenue is in jeopardy because of this gross over billing error. The Rosen Automotive Group expects SBC to conduct a thorough investigation as to why this account was set up incorrectly, and why Mr. Rosen was informed that 847.623.7673 was served out of a different rate center

Rosen Automotive (Known as Rosen Lincoln Mercury Honda) Vs. Illinois Bell Telephone

Facts:

1. On 3/2/98 Illinois Bell Telephone created account 847.623.7673 (spells out ROSE) as a vanity number for Rosen Lincoln Mercury Honda. This account was created with 11 call paths – see CSR of account 847.623.7673.
2. On 11/17/04 847.623.7673 replaced the third line in the hunt group of account 847.856.8439 – 847.856.8441 was replaced by 847.623.7673. This activity removed 11 call paths and usage charges associated with 847.623.7673 (approximate monthly savings of \$1,200.00).
3. On 11/17/04 a claim was filed by the Rosen Automotive Group for reimbursement of over billing charges on Illinois Bell Telephone account number 847.623.7673.

Supporting Documentation:

1. NPA/NXX Directory was downloaded from the SBC/Ameritech website showing 847.856 and 847.623 originate out of the same rate center (WKGNIWKDS0).
2. A document from website - verifies the same data above, 847.856 and 847.623 originate out of the same rate center (WKGNIWKDS0).

Other Issues:

SBC has requested the Illinois Commerce Commission dismiss this claim based on previous cases heard by the Illinois Commerce Commission.

The Rosen Automotive Group contracted my services to audit their current SBC invoices redesign their existing Wide Area Network. During my audit I found one SBC circuit that was upgraded to a full DS1 but not disconnected. I also found the RCF billing error. The Rosen Automotive Group's WAN was redesigned and all services stayed with SBC.

Without my skills and efforts, the Rosen Automotive Group would still be paying over \$1200.00 per month in SBC services that were not needed. The over billing would have continued.